

**MASON CITY CLINIC**  
**Job Description**

**Job Title:** Patient Account Manager

**FLSA Status:** Exempt

**Job Code:**

**Employee Group:** Management

**Department:** Administration

**General Summary:**

Reports to the CFO and is responsible for planning and directing the daily operations of the business office including patient insurance, billing and collection, and data processing ensuring accurate patient billing and efficient collection of accounts. In doing so, monitors patient accounts and billing statements for completeness and accuracy, ensures maintenance of related records, and directs follow-up of overdue accounts. Remains abreast of third-party payor regulations and updates unit policies and procedures as appropriate. Monitors billing operations, prepares regular status reports, and ensures quality control of fee structures.

**Principal Duties and Responsibilities:**

1. Responsible for planning and directing the daily operations of the business office including patient insurance, billing and collection, and data processing ensuring accurate patient billing and efficient collection of accounts.
2. Reviews current status of patient accounts in order to identify and resolve problems affecting timely processing and billing of same. Directs follow-up of overdue patient accounts ensuring third party payors are contacted, patient account files are researched and so forth in order to locate and resolve problems delaying payment.
3. Remains abreast of all government, insurance and third-party payor regulations and updates policies and procedures as appropriate to comply with current reimbursement requirements.
4. Ensures adherence to budget and initiates corrective action to significant variances.
5. Handles more difficult billing problems and contacts third party payors in order to process problems which could not be routinely resolved by subordinate personnel.
6. Maintains regular contact with medical records and other departments as necessary in order to request additional patient information needed to document and process billings.
7. Develops, secures approval of, implements and administers policies, procedures and work methods for department. Ensures such policies and procedures are communicated to all employees and administered consistently.
8. Responsible for managing the human resources of the department. In doing so, interviews, recommends hiring of, orients, trains, assigns work to, evaluates the performance of subordinates, and, when necessary, disciplines and recommends termination. Interacts with Human Resources in resolving complex employee relations problems.

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9. Monitors daily operating activity of the department such as work load, staff productivity, and the like and makes adjustments in work assignments as necessary. Prepares various reports in order to effectively plan future department resources occasionally performs various department duties in response to work load demands.
10. Assists assigned department chairperson with monthly meetings. In doing so, prepares the agenda, records the minutes, and communicates information as directed to appropriate persons.
11. Conducts special projects and studies as directed by CFO or Administrator.
12. Maintains knowledge of trends and developments in the field by reading appropriate articles, journals, and related material, and by attending seminars, conferences and so forth.

#### **Knowledge, Skills and Abilities Required:**

1. Knowledge of business management techniques and accounting principles in order to direct business office activities and staff at a level normally acquired through the completion of a bachelor's degree in accounting or related field.
2. Approximately two to three years progressively more responsible related work experience necessary in order to effectively manage staff and to gain full understanding of patient billing and collection, insurance and government reimbursement programs, to implement and administer department budgets, policies and procedures, and to become familiar with the computer system.
3. Interpersonal skills necessary in order to provide effective leadership to department staff, identify and resolve patient account and reimbursement issues with insurance firms, government agencies, and so forth, and interact with Clinic department when exchanging patient-related information.
4. Analytical skills necessary in order to develop, implement and administer budgets, procedures, and work methods, review and analyze patient account information when identifying errors and resolving discrepancies, and maintaining quality controls on fees charged.

#### **Working Conditions:**

1. Works in a normal office environment where there are few, if any, physical discomforts due to dust, dirt, noise and the like.

#### **Reporting Relationships:**

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**Patient Account Manager**

1. Reports to the CFO.
2. Is responsible for the work of approximately fifteen non-exempt support personnel.

**Approvals:**

\_\_\_\_\_

CFO

\_\_\_\_\_

Date

\_\_\_\_\_

Administrator

\_\_\_\_\_

Date

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Revised 10/2021